

MEMORANDUM

6/8/2011

TO: Karen Hawkins, Acting Director, Department of Finance
Patrick Lacefield, Director, Office of Public Information
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: MC311 Finance

The following items were identified for follow-up during the 6/7/2011 CountyStat meeting:

Investigate opportunities to further leverage the MC311 portal to divert telephone traffic

Responsible parties: FIN, PIO
Other parties involved: CountyStat
Deadline: 8/1/2011

Update Service Level Agreements (SLAs) as appropriate to reflect final resolution of customer request

Responsible parties: FIN, PIO
Other parties involved: CountyStat
Deadline: 8/1/2011

Determine why a high number of service requests for real property are categorized within the general information sub-area

Responsible parties: FIN, PIO
Other parties involved: CountyStat
Deadline: 8/1/2011

Examine overall County strategy for communicating with residents on issues of service and information provision

Responsible parties: PIO
Other parties involved: CountyStat
Deadline: 8/31/2011

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer